



CHATS

Community & Home
Assistance to Seniors

ANNUAL REPORT 2013-2014



www.chats.on.ca

live well, age well, be well



CHATS

Community & Home
Assistance to Seniors



- Our Mission:** To support the health and well-being of seniors and caregivers at home and in the community.
- Our Vision:** Innovative leadership that promotes optimal health and wellness for seniors and caregivers.
- Our Values:** • Volunteer Contribution • Inclusivity • Healthy Workplace • Collaboration
• Leadership and Innovation • Flexibility and Caring • Client Safety

About CHATS

CHATS – Community & Home Assistance to Seniors is a not-for-profit, charitable organization that assists seniors in York Region and South Simcoe to maintain wellness and a healthy independent lifestyle.

Since its launch in 1980, CHATS has evolved into a nationally-recognized organization that delivers a continuum of services to meet the changing needs of over 7000 culturally, economically and geographically diverse seniors and family caregivers every year.

Under the strong experience and knowledge of some 300 employees, supported by a Board of Directors, committees and more than 500 volunteers, CHATS embraces professional best practices with caring and compassionate dedication – a unique combination that ultimately benefits our clients, our community partners, and the community overall.

Our values are the qualities we reflect in our behaviour and decision-making, requiring our commitment to our clients and guiding our future. They have the power to move us forward.

Volunteer Contribution

We value the contribution and dedication of volunteers who participate in providing support to our clients and their families. CHATS' volunteers are vital partners for achieving our vision.

Inclusivity

We value diversity in the community and amongst our clients, staff and volunteers. We recognize the value of working with the resourcefulness of diverse communities to meet seniors' needs.

Healthy Workplace

We strive to be a great place to work and volunteer; recognizing people for their contribution, unique skills and attributes.

Collaboration

We achieve goals working with and through others. We recognize that achievement is not always possible by acting alone, and value what stakeholders bring to the table.

Leadership and Innovation

We want to be trailblazers; valuing new ideas, encouraging leadership and embracing innovation so that we can continuously improve.

Flexibility and Caring

We need to be flexible to enhance the quality of life of our clients.

Client Safety

We foster a culture of client safety. We apply client safety knowledge, skills and attitudes to our everyday work ensuring safe practices in our facilities and in the community.

Message from the Board Chair and CEO

Over the past year, CHATS has been on a positive trajectory for growth.

As we look forward, it is impossible to overlook the rate at which the senior population in our community continues to grow. According to Statistics Canada's most recent report, the population of those over the age of 65 has grown to nearly five million in the past five years, as those aged 60 to 64 grew faster than any other group in Ontario.

The Regional Municipality of York has one of the fastest growing older adult populations among urban municipalities in Ontario. The regional government anticipates that within the next two decades the number of seniors will more than double in size, with a growing number of seniors from ethnically diverse communities.

We believe that CHATS' long term vision and strategy to meet and serve the needs of this rapidly growing seniors population cannot be achieved unless we do so based on a solid foundation – our values. These values are integral to how we approach each day as a leader in ensuring the health and wellness of seniors and caregivers in our community.

CHATS' values – volunteer contribution, inclusivity, healthy workplace, collaboration, leadership and innovation, flexibility and caring, and client safety – guide all our actions, decisions and behaviours. Together they describe who we are, what we believe, how we conduct ourselves, and how our clients and communities know us.

***Together, we
are making a
difference.***

With statistics like those noted above, we know that the future of CHATS' programs and services will continue to be vital to the community at large. We look to our values – and our focus on positive client experiences with our services – to help us ensure that we will be the first and best choice as their community service provider.

We thank our dedicated team of staff and volunteers for getting us here, and appreciate their ongoing commitment to a successful future for CHATS. In addition, we are grateful for the guidance and governance provided by our Board of Directors, and committees. Together, we are making a difference.

It's all in the delivery.



Graham Constantine
Board Chair



Christina Bisanz
CEO

Board of Directors

Graham Constantine, *Chair*
Yash Kapur, *Vice Chair*
Cristine Prattas, *Treasurer*
Brenda Gefucia
Frances Reinholdt
Isaac Weinroth
Joe DaSilva
Ken Ng
Michael Tremblay
Ramma Chabra
Sam Assadpour

Finance & Audit Committee

Cristine Prattas, *Chair*
Brenda Gefucia
Dev Sawhney
Geoff Storms
Howard Sniderman

Governance Committee

Yash Kapur, *Chair*
David Wright
Enid Mills
Ghulam Sajan
Ken Ng
Michael Tremblay

Quality Committee

Joe Da Silva, *Chair*
Frances Reinholdt
Isaac Weinroth
Michelle Costa
Ramma Chabra
Sam Assadpour

Management Team

Christina Bisanz, *Chief Executive Officer*
Carol Page, *Assisted Living Manager*
Cindy Dryfhout, *Finance Manager*
Hillary Richardson, *Community Programs Manager*
Irena Fedchun, *Director of Finance and Administration*
Janet Williams, *Director of Human Resources*
Kalsang Phuntsok, *Client Services and Operations Manager*
Leslie Briggs, *Home Adaptation and Maintenance Program Manager*
Marie Empringham, *Executive Office Administrator*
Monica Cole, *Day Program Manager*
Nancy Kula, *Director of Client Care & Services*
Sheri Fiegehen, *Marketing and Communications Manager*
Suzanne Whitehurst, *Transportation Manager*
Tim Jones, *Director of Development*

Volunteer Contribution

Rural Team Celebrates Five Years of Volunteerism

As CHATS celebrated the five year anniversary of service expansion into South Simcoe with the opening of the Bradford office, so did the 53 volunteers who have been dedicated to the clients in this area. Each year, CHATS' volunteers are recognized at an appreciation lunch and for every five years that a volunteer has been donating their time; they are presented with a service pin. This was an especially exciting time at the Rural volunteer lunch, as it was the first time pins were awarded. CHATS has been fortunate enough to receive the dedicated support from nine volunteers for all five years that CHATS has provided service in South Simcoe.

25 Years of Service

Doris Harvey
Evelyn Taylor
Joan Bufton
Marta Hauri
Mary Sidwell

20 Years of Service

Betty Richard
Gary Boyd
Nancy Black



15 Years of Service

Angela Zacchigna
Bruce Millar
Carol Jarvi
Gladys Ferguson
Kit Tang
Lila Duncan
Madge Ford
Roy Moody
Sin Yin Kan
Wilma Backus

10 Years of Service

Carole Schrattnr
Farida Oosman
Roy Harrington
Ruth Atwell
Stanley Lau
Ulney Fox

5 Years of Service

Barbara Prince	Ken Ng
Bill Chadwick	Marguerite Iding
Brian Turner	Mikhail Kopelovich
Carla Curiale	Nayereh Mazhari
Eduard Lecker	Paul Arkell
Ernst Wallner	Paul Pritchard
Gail Smart	Pramod Bhatia
Gloria Linstead	Robert Brown
Jai Kumar	Rose Ringler
Joan Ruth	Ruth Mcleod

"Being a volunteer gets me out of the house, allows me to meet new people, and gives me a chance to give back to our community,"

– CHATS Volunteer Driver

Interpretation Service Launched

Launched in January of 2014, our new interpretation service allows CHATS to meet the needs of even more culturally-diverse clients, by offering interpretation in more than 200 languages. When a language need is identified, CHATS connects with professional interpreters from a well-respected company called MCIS Language Services. MCIS is contracted through Vaughan Community Health Centre. This is a cost-free service.



Expansion of South Asian Adult Day Program

An increased number of South Asian seniors and newcomers in Richmond Hill now have access to a program that will enhance their quality of life, reduce social isolation and promote their independence and well-being thanks to the expansion of our South Asian Adult Day Program from three days per week to five days per week.

The program, which previously served 53 clients at Crescent Village in Richmond Hill three days a week, has added an additional two days of service at the Elgin West Community Centre & Pool in Richmond Hill as of February 10, 2014. Thirty-four additional seniors, who have been waitlisted for several months, have now joined the program.

"CHATS has made such a tremendous difference to my health and well-being. (The program) has allowed me to make new friends, meet and talk to others about the everyday issues and challenges we face, and get some great support from the wonderful staff and volunteers who work there... The program relieves frustration, stress and depression. With these key benefits, my mental state and outlook on life has greatly improved and I'm starting to feel happy, healthy and stronger."

- CHATS' South Asian ADP Client

- CHATS' staff speak over 26 languages
- CHATS offers Diversity Outreach Programs in Chinese, Italian, Russian, Iranian, Tamil and South Asian
- CHATS' Diversity Programs serve 1550 clients

Collaboration

Community Healthcare Hub

CHATS' head office moved from Wellington Street West, to 240 Edward Street in Aurora. The goal is for the building to become a "Community Healthcare Hub" with the inclusion of the Alzheimer Society of York Region and York Support Services Network who are re-locating to the building in June 2014.

Each organization will have its own devoted space, but will be accessible to each other. This set-up allows for enhanced communication and co-operation amongst the organizations, as they often deal with similar clientele.



Community Service Integration

CHATS and the Friuli Benevolent Corporation (Friuli Terrace) have undertaken an exciting, new collaboration in which the Friuli Terrace's Adult Day Program, Assisted Living Services and Social Recreation Program were transitioned to become CHATS' services. The two organizations determined they would be a great fit, as both have similar care cultures, and can leverage each other's respective areas of expertise – CHATS, in its provision of seniors' care, and Friuli Terrace with its unique Italian ethno-specific focus.

The collaborative integration has allowed for more seniors to access service. The Assisted Living Program has been expanded to provide 24/7 care, and the Adult Day Program will be expanded to five days a week, with enrollment to be increased to 25 people per day. Ethno-specific Italian programming will continue, and all staff remained the same – as CHATS employees.

Community Partners

Alzheimer Society of Greater Simcoe
Alzheimer Society of York Region
Apetito
Aurora United Church
Canadian Red Cross
Carefirst Seniors and
Community Services Association
Catholic Community Services of York Region
Central Community Care Access Centre
Circle of Care
City of Vaughan
Community Support Services Network
COSTI
Crescent Village
Danube Seniors Leisure Centre
Downsview Services to Seniors
Good Neighbours
Human Endeavour
Human Services Planning Board of York Region
LOFT Community Services
Mackenzie Health
Markham Stouffville Hospital
Matthews House Hospice
Neighbourhood Network
Ontario Community Support Association
Ontario Trillium Foundation
Philips Lifeline
Region of York, Long-Term Care & Seniors Branch

Rexall Health Centre
Richmond Hill Hospice
Richmond Hill United Church
Routes Connecting Communities
Ryerson University
Seneca College – King Campus
Social Services Network
Southlake Regional Health Centre
St. Justin Martyr Church
Stevenson Memorial Hospital
Town of Aurora
Town of Bradford West Gwillimbury
Town of East Gwillimbury
Town of Georgina
Town of Markham
Town of New Tecumseth
Town of Newmarket
Town of Richmond Hill
Town of Whitchurch Stouffville
VHA Home Health Care
VON
Welcome Centre
York Region Catholic School Board
York Region District School Board
York Region Housing
York Region Transit Mobility
York Support Services Network
York University

Leadership and Innovation

Improved Transportation Scheduling

As the demand for rides has increased dramatically, CHATS has looked for ways to enhance the quality, safety and efficiency of its services to better meet seniors' needs. For that reason, we are delighted to have been given a grant from the Ontario Trillium Foundation to install and implement automated scheduling that will create increased and more cost-effective transportation access for seniors in York Region and South Simcoe.

Considering that last year CHATS provided close to 77,000 drives to almost 4,000 clients, the software will enable CHATS to more efficiently operate the service.

Assisted Living Expansion

"Reaching more seniors in the community" has been a key strategic priority for CHATS, and we were delighted to be undertaking a significant expansion in our Assisted Living Program, as well as Adult Day and social/recreational programming.

The expansion is a result of the Central LHIN's plan to increase access to assisted living services to a greater number of high risk seniors living in the community on a 24/7 basis.

CHATS, for its experience and reputation for delivering high quality services, became the new service provider for about 250 clients.

Services include 24/7 service, security checks, and assessments to determine individualized care plans.

Thank you, CHATS team!

Many thanks to the dedicated staff who put so much care and compassion into their work.

25 Years of Service

Marie D'Angelo
Susan Wells

15 Years of Service

Wanda Deschamps

5 Years of Service

Bonnie Gallagher
Carol Anne Smith
Deborah Anne Davis
Erica Leonardi
Fiona Szeto
Jessy Anne Doak
Linda Hickey
Lisa Caruso

Margaret McGibbon

Maria Mota
Marlene Mendoza
Monica Cole
Paula Cheetham
Rathy Kulasegaram
Vincci Li
Wendy Irons

20 Years of Service

Glenys Mackay
Janet Lee
Janet Williams
Pauline Johnson

10 Years of Service

Jannette Lopez-Brady
Roald Abrahamsen
Suzanne Whitehurst
Teresa Johnston

Production of Caregiver Handbook

Funded by Shoppers Home Health, this handbook is a comprehensive guide for caregivers, providing supportive and educational information to support them in their role.

Programs & Services Highlights

In 2013/14 more than 7,100 seniors and caregivers received care and support from CHATS (1% growth over last year) through the following programs and services:

Program	Volume	Units	Clients Served
Transportation	84,530	Drives	3,941
Caregiver Relief (Respite Care)	56,867	Hours	438
Meals on Wheels	35,661	Meals	1,313
Supportive Housing	33,943	Attendance Days	132
Homemaking	25,095	Hours	657
Adult Day Program	14,401	Attendances	343
Visiting - Social/Safety	10,756	Visits	1,848
Lunch Out/Seniors Wellness Programs	33,102	Attendances	2,071
Personal Care	5,004	Hours	56
Home at Last	1,798	Visits	1,452
Caregiver Support	1,254	Services	216
Home Adaptation & Maintenance	471	Arrangements	173

"After surgery to my shoulder, I needed transportation from home to rehab for approximately 8 - 10 weeks. Unfortunately my daughter and a friend could only assist me on a limited basis. Being aware of CHATS, I called their general number and spoke to a friendly representative and within a couple of hours was able to arrange for rides to and from rehab at a very reasonable fee. I would have been stranded without these tremendous services. Everyone should know about CHATS and the help they offer in so many ways!"

- Mariette Cloutier, CHATS Client



7100
clients
served



84,530
drives
arranged



35,661
meals
delivered

Client Safety

Development of Tenancy Risk Reduction Program

We have officially launched our new Tenancy Risk Reduction Service to Seniors Program. This service has been designed and will be offered in partnership with York Support Services Network and VHA Home HealthCare. The program provides support to low and moderate income York Region seniors (or those with an age-related condition) at risk of losing their tenancy due to hoarding behaviour, cluttered living spaces, uncleanliness and squalor, and/or unmaintained homes. This program is funded by The Regional Municipality of York through the Community Investment Strategy for 2014. The goal is to support up to 40 clients, to decrease their risk of tenancy loss so they can live better and stay in their homes.

Falls Prevention

CHATS programs and services contribute to falls prevention and healthy aging strategies by incorporating physical ability, mental capacity and social well-being. We promote optimal well-being and we provide referrals and links to other resources both internally as well as externally. We are constantly monitoring and analyzing incidents of falls in all programs and this information is reported and reviewed by the Falls Prevention Committee, Quality of Care & Client Safety Committee and the Board of Directors and is a driving force behind our staff education.



Some actions of the Falls Prevention Committee include:

- Creation of Falls Information Package for distribution to clients and caregivers.
- Creation of a Falls Prevention Communication Toolkit for the Aphasia Institute.
- Implementation of Blue coloured name tags in all 3 Adult Day Programs to indicate to all staff and volunteers that the client is at “High Risk for Falling.”
- Creation of a Driver’s Reference Sheet, which outlines how to report a fall.
- Addition to the client intake process, which enquires about any falls in the last 30 days and allows for follow up by a Client Care Supervisor, if necessary.

“After 102 years of healthy living, our mother developed congestive heart failure. She did not want to leave her home and working with CHATS enabled her to stay in the place that she loved until she passed away. CHATS provided us with exemplary coordinating services, which allowed us to devote our attention to our mother as well as provide her with the comforting care of nursing professionals and personal support workers to assist in managing her condition. With mom’s passing we received a condolence letter from CHATS – it was as if they had become part of our family.”

- Gayle Wood, Caregiver

Fundraising Highlights

We at CHATS are extremely fortunate to have the continued support from our donors – seniors, caregivers, volunteers, staff, members of the Board and committees, and the community at large, both individually and corporately. We would like to express our sincere gratitude to all who have responded to our appeals for support. Funding of CHATS services comes from the Central Local Health Integration Network, the Ontario Ministry of Health and Long Term Care, United Way of York Region, and client fees. As our senior population grows, the need for our services also grows. While these levels of government and agency funding are so critical to addressing our costs of our services and programs, we depend on the generosity of others through fundraising to enhance our services.



Tim Jones – Director of Development



Thank you to our generous donors

Family (\$500-\$999.99)

B. Benjamin
B. Gefucia
Bell Canada Employee Giving Program
Canadian Bridge Federation - Charitable Foundation
Canadian Federation of University Women
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D. Harrison
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P. Pritchard
R. Kinch
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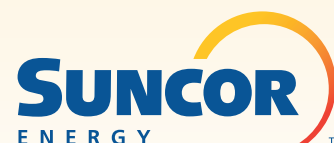
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Patrons (\$10,000-\$49,999.99)

Estate of Madeleine Herbert
The Dunin Foundation
The Estate of Barbara Duncan



Partners (\$50,000+)



United Way
York Region
Partner Agency

We believe this list to be accurate and complete. If we have inadvertently omitted your name, please accept our sincere apology and contact us as soon as possible so we can correct our records.



CHATS

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Assistance to Seniors

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